



Top Citizen Request Report

Report Range: 1/1/2012 - 1/31/2012



Thomas M. Menino, Mayor

Mayor Menino believes that government is about helping people. A core part of this focus is an attention to basic quality of life issues. This includes responding to citizen requests for City services such as filling potholes, removing graffiti, and ensuring that city streets are clean, safe and well-lit.

This report outlines the top requests the City has received through the Mayor's Hotline, Citizens Connect mobile applications, and online. It provides City managers with an up-to-date understanding of the concerns of citizens and the actions the City is taking to address them.

Public Works Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Schedule a Bulk Item Pickup	1726	N/A	5.4	N/A
Street Light Outages	483	10 biz days	24.3	57.4%
Missed Trash/Recycling/Yard Waste/Bulk Item	380	2 biz days	0.7	99.5%
Highway Maintenance	304	N/A	8.8	N/A
Request for Pothole Repair	303	2 biz days	14.2	93.0%
Request for Snow Plowing /Salting	286	2 biz days	0.2	100.0%
Recycling Sticker Request	169	2 biz days	1.1	96.3%
Sidewalk Repair (Make Safe)	137	2 biz days	4.3	87.1%
Pick up Dead Animal	96	1 biz days	0.1	100.0%
Graffiti Removal	79	45 biz days	51.3	59.6%

Inspectional Services Department - Code Enforcement Division

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Snow Removal Citation	121	5 biz days	1.6	100.0%
Improper Storage of Trash (Barrels)	113	2 biz days	2.0	91.7%
Illegal Dumping	45	1 biz days	1.9	58.5%
Poor Conditions of Property	26	3 biz days	2.3	100.0%
Construction Debris Complaint	5	2 biz days	2.2	100.0%

Property and Construction Management

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Graffiti Removal	136	45 biz days	12.5	100.0%



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Parks Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Tree Maintenance Requests	138	545 cal days	219.2	89.2%
Park Maintenance Requests	84	5 biz days	23.0	66.2%
New Tree Requests	43	720 cal days	183.4	100.0%
Graffiti Removal	29	45 biz days	7.7	100.0%
Tree Emergencies	26	1 biz days	14.1	85.7%

Boston Transportation Department

Service Request (SR)	# of SR's	Expected Days to Close Case	Average Days to Close Case	% of SR's Meeting Expectation
Traffic Signal Repair	182	1 biz days	1.5	80.7%
Abandoned Vehicles	176	20 biz days	8.7	100.0%
New Sign, Crosswalk or Pavement Marking	89	45 cal days	27.7	75.9%
Sign Repair	83	10 biz days	12.3	64.8%
Missing Sign	47	10 biz days	8.6	70.8%

Column Definitions:

- Service Request: The type of service requested
- # of SR's: The number of service requests received during the reporting period
- Expected Days to Close Case: The timeframe the City expects it should take to close cases of this type
- Average Days to Close Case: The average number of days it took to close cases of this type during the period
- % of SR's Meeting Expectation: The percentage of service requests during the reporting period which were closed under the expected number of days of days

Please Note:

Not all requests for service are covered in this report. The list above only reflects the requests received through the CRM system for "basic city services" departments. While these departments receive a wide variety of daily requests, only the most frequent request types are listed. Additionally, multiple calls can be made for the same instance of work. For example, three individuals may report the same pothole before it is repaired. For this reason, the number of constituent requests for service is not a reliable measure of the total work done by the City.

For some service requests the expected days to close column is marked as "N/A." Specific goals are not available for these service requests types due to the complexity of the process for resolving these cases and/or the wide variation between individual cases of this type. However, City officials consistently monitor these case types along with all others to ensure the timely delivery of services.

For help with any service or question, call 617-635-4500 or visit www.cityofboston.gov/mayor/24.